

Dear Commissioners:

Don't prevent states from fixing my cell phone problems. I am writing to oppose CG Docket No. 04-208 and WT Docket No. 05-194, which will unjustly take away the authority of states to tackle problems with cell phone service, including abusive cancellation penalties. Worse, the proposal will put in place a weak set of cell phone company-endorsed rules that offer no improvements in service or enforcement.

It's time to adopt policies that force cell phone companies to improve the level of service they provide to consumers. My cell bill is extremely difficult to read and I am an educated person. Recently, after going through my bill with a magnifying glass, I discovered that I was being charged city and state tax from a state that I previously lived in....4 years ago!!! Apparently, they have always just added it on, assuming I would never figure it out....the way I figure it, they owe me about \$400. In trying to get it resolved, my cell provider told me that they needed to "look into it" and that "I needed to call them back in a week"!! This is crazy....how many others are they trying fool with this scam?? They have got to clean up their acts!!!

Although CG Docket No. 04-208 purports to address consumer frustration with confusing cell phone bills, hidden fees and misleading advertising, the proposal does little for consumers. In the name of helping us, the agency is proposing to block states from passing their own pro-consumer laws. As bad, WT Docket No. 05-194 would bar state courts from enforcing state law when it comes to unfair and abusive cell phone contracts. That's going too far.

States are responding to consumer complaints. Don't stop them! And don't give in to adopting weak, industry-drafted rules in their place. The FCC should stand up to the cell phone industry, and respect states rights and strong consumer protections.

Sincerely,  
Shannan Miller